

AMERICAN JOB CENTER (AJC) OPERATIONS & PARTNERSHIPS WORK GROUP

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Purpose and Mission

The work group's purpose and mission is to cultivate a consensus among diverse members regarding how to fully engage all partnering organizations in a system creating efficient and customer-focused customer service.

Vision

The work group is comprised of the committees listed below and will focus primarily on three areas: specific aspects of AJC operations, how those aspects may change as WIOA is implemented, and how to best assimilate recommended changes:

- Engage partners and improve customer flow within career services (including how to better serve Unemployment Insurance claimants and hardest-to-serve customers)
- Improve the use of technology in the AJCs
- Develop templates for Memorandums of Understanding (MOUs) and Resource Sharing Agreements (RSAs), including the sharing the infrastructure expenses
- Determine staff training needs and opportunities during WIOA transition (including developing relevant board member fact sheets)
- Review the Maryland State List of Occupational Training Providers funded through the Workforce Investment Act

Committees will be changed with bringing recommendations back to the full work group and ultimately Governor Hogan.

Committee Members

Thus far, confirmed members include WIA staff and DLLR workforce staff. DLLR participants represent business services, adult learning, vocational rehabilitation, veterans' services, and youth and disability services. GWIB staff will participate as well. Other confirmed state agencies include DHR, DORS, and DSS. Additionally, staff from the following organizations have agreed to participate: Baltimore City Pratt Library system, Goodwill, the community college system, and literacy providers, among others.

Interested individuals can obtain additional information or join the work group by contacting Barbara Martin.

Governor's Decision Points

1. TANF is a required AJC partner unless the Governor chooses otherwise
2. The Governor shall create planning regions
3. The Governor is responsible for establishing equitable and stable funding methods to local areas
4. The State Board shall develop the infrastructure funding formula for the Governor
5. The Governor (in consultation) shall provide guidelines for determining partners' contributions to infrastructure funds. If no agreement between partners including DLLR is reached on the RSA, the Governor has the final say on division of costs
6. Governor (in consultation) shall determine the portion of infrastructure funds to be
 - Provided by each AJC partner, establish an appeals process, and allocate the infrastructure to local WIAs
 - The State Board shall develop the infrastructure funding formula for the Governor
 - Governor, after consultation with the State Board regarding past performance, shall establish criteria and procedures regarding eligible training providers
7. The Governor may establish incentives for local boards to implement pay-for-performance contract strategies for the delivery of training services